



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code(s): 0180

ENTERPRISE NETWORK OPERATIONS MANAGER

GRADE N*

SCOPE OF WORK:

Work activities are associated with managing a statewide telecommunications network infrastructure to support wide area and local area connectivity for the voice, data, and video transmission requirements of state agencies, higher education institutions, K-12 schools, and political subdivisions. Positions assigned this classification are located in the Information Technology Department (ITD).

DUTIES PERFORMED:

- Plan for and coordinate the implementation and maintenance of the statewide telecommunications network; ensure overall compatibility and effectiveness of the network.
- Develop goals and objectives for the development and use of the network; develop standards, policies, and procedures to ensure the integrity of the network.
- Oversee network software and hardware research initiatives; conduct studies regarding network usage and performance, determine network system requirements, and make recommendations regarding improvements in network performance as well as implications and application to ITD and its customers.
- Determine operational, technical, and support requirements for the installation, operation, and maintenance of data communications and network systems; ensure network performance goals are met.
- Serve as project administrator for network-related projects and contracts to include development of project proposals, writing of requests for proposal, meeting with vendors, evaluation of proposals, participation in vendor selection, and project monitoring and reporting.
- Provide ongoing evaluation and analysis of existing and planned telecommunication network requirements to ensure compatibility with new technology and concepts.
- Review information technology plans of customers; provide expertise and consultation to ensure optimization of network resources; assist customers in the development of their networks.
- Manage assigned staff: participate in the selection process; assign work duties as appropriate; develop and implement work standards; implement performance management measures; train and/or provide for training of staff.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

MINIMUM QUALIFICATIONS:

Requires an associate degree in an information technology-related field and five years of work experience in the design, development, and maintenance of a large telecommunications network system. Work experience must have included management of other persons. Additional college-level coursework may be substituted for the work experience requirement on a year-for-year basis.

Eff. Date: 4/90

Rev: 1/00 – Word processing conversion

Rev: 7/02 – Updated class; review of grade resulted pay grade exception

* Pay Grade Exception assigned 4/02 (NDAC 4-07-04-11 & 4-07-04-12)

Rev. 10/07 – Pay grade exception reviewed, grade unchanged

Rev: 7/12 – Conversion to Hay System